

SDDC-PP Advisory 15-0028

DATE: 13 February 2015

FROM: SDDC-PP SCOTT AFB, IL

TO: DEPARTMENT OF DEFENSE HOUSEHOLD GOODS TRANSPORTATION SERVICE PROVIDERS (TSPs)

SUBJ: DEFENSE PERSONAL PROPERTY PROGRAM (DP3) RATE FILING UPDATE

1. In conjunction with the DPS Program Management Office (DPS PMO), this message acknowledges performance degradation in the Rates "Workbench" module which allows TSPs to view their rates once they are uploaded. In some cases we know it can take up to an hour or two before the uploaded rates display in Workbench and in other cases users cannot access the "Workbench" module to validate rates and are receiving a Core Error.

2. Users are reminded this problem does not prevent them from filing rates using the Bulk Rate File (BRF) method. We recommend you print or save a copy of the BRF upload confirmation that is displayed once your data has been uploaded in case it is needed.

3. The problem has been escalated through the DPS Help Desk to the software developer for resolution. Emergency release 2.0.0a is intended to remediate a configuration setting that has contributed to the performance issues TSPs have experienced within the "Workbench".

4. Due to DPS release 2.0.0a, DPS will be unavailable for two hours beginning Friday, 13 February 2015, between 9:00 PM Central Standard Time (CST) through 11:00 PM CST. During this outage, DPS will not be accessible to the user community.

5. SDDC will provide another Rate Filing Advisory if the schedule changes. Current schedule is as follows:

Round 1: 10 Feb 15 (6:00 PM CST) - 18 Feb 15 (6:00 PM CST)
Round 2: 08 Mar 15 (7:00 PM CDT) - 13 Mar 15 (7:00 PM CDT)

6. Please utilize the following HQ SDDC-PP email organization boxes for questions reference this message.

- a. Rate Filing: army.sddc.safb.dpsrates@mail.mil
- b. Domestic: army.sddc.safb.ppratesdom@mail.mil
- c. International: army.sddc.safb.ppirate@mail.mil

This message is approved for release by Mr. Danny Martinez, Chief, Quality Assurance Branch.